

From: [Nupur Oza](#)
To: [MRO](#)
Cc: [IPT CA](#)
Subject: Proactive Physical Therapy Inc.
Date: Wednesday, May 10, 2017 3:17:41 PM

Hello guys,

This is one PT experience in Sunnyvale CA.

My practice does not accept Align network worker's comp patients whose fee schedule is ridiculously low. We do see worker's comp patients sent to us by our referring physician who like all the hands on work we do and we get paid by the CA worker's comp fee schedule. In December I got a referral from Tristar managed care. Case manager called us to schedule a post surgical patient. We always as a general rule ask who the payer is. We were told bills need to be send to Tristar. We started seeing the patient. In January we received a call from Align network if we didn't sign single payment agreement of \$65 we cannot see the patient and will not get paid. We refused to sign the agreement. Patient was abruptly send to a different clinic. We kept calling the case manager who had send us the referral she refused to call us back. In April we got a denial of all the claims with reason indicating we didn't bill on time and the treatment was not authorised. I've send letter for independent review to consider the claims. This one PT experience. I hope Arizona does not make the same mistake. I have thorough documentation of correspondence I would love if the membership can help us figure out how we can proceed. Do I have any legal right? Please help.

Sincerely,

Nupur Oza PT

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Sent from my iPhone